

INFORMATION TECHNOLOGY ADVISORY BOARD

September 16, 2008

MEETING MINUTES -- Draft

The Information Technology Advisory Board (ITAB) met at 10:00 a.m., on September 16, 2008, in Conference Room 224 of the Adams Building on the Dorothea Dix Campus in Raleigh. Harry E. Payne, Jr., presided.

The following ITAB members were present:

Harry E. Payne, Jr., Chair
Priscilla Dennison
Bill Golden
Lee Mandell
David McCoy
Steve Rao (via teleconference)
Dan Stewart

Absent:

Randy Barnes
Dede Ramoneda

WELCOME/INTRODUCTIONS:

Chair Harry Payne opened the meeting and welcomed members and visitors. He recognized new member, State Controller David McCoy, who is replaced Robert Powell on the Board.

ADOPTION OF MINUTES:

Upon a motion duly made by Dan Stewart and duly seconded, the Board approved the minutes of the June 24, 2008 meeting.

MAJOR ISSUES:

State Portal

The Chair referenced an E-Government Study entitled *State and Federal Electronic Government in the United States, 2008*, recently published by the Brookings Institution. This report, an analysis and ranking of state and federal websites, ranked North Carolina's website 29th with a 44.8% score on their e-government index. State CIO George Bakolia summarized the contents of the study and compared it to a recent Digital Government survey of the states where North Carolina did not rank in the top 10 states. He noted that this is an indication that

North Carolina should look toward re-engineering our e-government and e-commerce initiatives. Mr. Bakolia said that he would email the list of state winners from the Digital Government Survey to the members for their information. Mr. Bakolia also mentioned that this is an issue that should be brought to the attention of the next Governor's administration, and he plans to stress this as a key issue. Dr. Lee Mandell commented on the two surveys and how they might be compared and interpreted differently.

The Chair asked the Board whether the State CIO should bring this matter to the attention of the legislature as well as the IT Oversight Committee. Mr. Bakolia responded that he would like first to conduct some research on this issue and present it to the legislature in the form of a study, as a study would capture all the costs involved. Mr. Bakolia also said that this should be presented to the next Governor's administration for consideration. The Chair and Dr. Mandell said that they thought it would be a good idea to begin laying the groundwork with the legislature as soon as possible. This would enable the Oversight Committee to begin making recommendations and committee referrals. David McCoy agreed that it would be appropriate for the Board to draft a message to the legislature via the SCIO. The SCIO noted that there are other initiatives beside the e-government/state portal initiative at this point in time that are high priority, i.e., Beacon, Data Integration, and the Consolidation effort, and he did not want to take the legislature's focus away from those issues. Dr. Mandell agreed that the Board did not want to overburden the legislature with priorities, but the state portal held great potential to deliver value to the State's citizens.

The Chair asked the Board to consider a motion to advise the State CIO that he move forward to begin the process of educating the legislative advisory committee on the need for a new state web presence as soon as the SCIO thinks feasible.

Mr. Bakolia suggested that the Board resubmit its previous resolution to the Governor (June 2008) and expand its key points to reflect the Board's recommendation. He said that Danny Lineberry of the ITS staff could draft a formal resolution to that effect to be put before the Board at the October meeting for their approval.

David McCoy moved that the Board amend the Chair's previous motion to add that the SCIO's office gather input for the resolution from all the Board members within the next two weeks. The motion, as amended, was seconded by Dr. Mandell and passed unanimously.

IT Personnel Issues– OSP Report

The Chair introduced Don Nattress from the Office of State Personnel (OSP) to update the Board regarding the recruitment and retention of IT employees in state government. Mr. Nattress circulated an OSP chart that illustrated a comparison of vacancy rates in State IT positions. He said that he would be able to provide more information to the Board on vacancy rates within the next two weeks. He added that the vacancy rates seem to be going down, perhaps because of the current economy. Mr. Bakolia said that he would be curious to see what percentage of agencies will begin having equity issues based on the new numbers. He added that, as the economy tightens, the agencies will start experiencing gaps in

equity, and employees will begin to leave for other jobs. Mr Nattress agreed that the state needs to look at incentives to retain state IT employees, e.g., telecommuting, flexibility of work hours and training opportunities.

Dan Stewart raised the point that his agency has legacy systems that only older IT employees know how to maintain and operate. These employees will be retiring soon, presenting the problem of having no one with the skills to operate these systems. Dr. Mandell asked Mr. Nattress if his office could provide the Board with the number of impending retirees in IT positions. Mr. Nattress said he would comply with the Board's request and provide that information.

New Security Standard – Encryption:

Mr. Bakolia referenced the policy on encryption that was sent electronically to all the Board members prior to the meeting. He said that the encryption standard for portable devices arose because the risk for laptops being lost is high, and his office did not want confidential data, including personal data, to be exposed should a laptop or other portable device be lost. ITS now offers SafeBoot encryption software for laptops. Requirements are in the new standard that show what needs to be done for various portable devices. Mr. Bakolia added that encryption protects not just the data on laptops but also the network at a minimal cost.

New Security Standard – Instant Messaging:

Mr. Bakolia also referenced the policy on instant messaging that was sent electronically to all the Board members in advance of the meeting. He said that during early consolidation efforts, his office found some IM software on several machines within an agency, without agency approval. IM can be a helpful work tool, but it also needs to be secure, and this standard addresses that issue. In addition, the statewide IM standard requires an agency to document a business case, the circumstances under which IM can be used, and its plan to comply with records retention schedules. The statewide Acceptable Use Policy is also within the IM document. Language was added to compliment the IM standard, saying agencies shall prohibit users from the download and installation of unapproved software as defined by each agency's IT policies. Mr. Bakolia added that ITS is preparing to publish its new security policy within the next couple of months.

Bill Golden acknowledged that both the encryption and instant messaging standards have been reviewed and formally approved by the Agency CIOs.

NEXT STEPS:

Danny Lineberry will request a copy of the minutes from the last meeting of the IT Oversight Committee and email them to the members.

FUTURE AGENDA ITEMS:

Dr. Mandell requested that an update on E-mail retention be presented at the next meeting.

ADJOURNMENT & NEXT MEETING:

The meeting adjourned at 11:30 a.m. The next meeting is scheduled for Tuesday, October 21, 2008, at 10:00 a.m., in conference room 264 of the Adams Building on the Dix Campus in Raleigh.